

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003

Leaf No. 19  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **B. CONSUMER DEPOSIT (Cont'd)**

- (1) Residential (Cont'd)
  - (b) Deposits from applicants and customers may not exceed two times the estimated average monthly bill for a calendar year, except in the case of space heating customers, where deposits may not exceed twice the estimated average monthly bill for the heating season to secure payment for services actually rendered, or for the rental of fixtures, instruments and facilities actually supplied.
  - (c) The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income, or additional State payments to post a security deposit, nor shall it require or held a deposit from any residential applicant or customer it knows is 62 years of age or older unless such customer has had service terminated by the Company for nonpayment of bills within the preceding six months.
  - (d) The Company shall extend service to any applicant for service who has initiated a complaint on a deposit requested by Company and shall continue to supply service during the pendency of such complaint, provided that such applicant keeps current on hills for service rendered and pays a reasonable amount as a deposit if the complaint challenges only the amount requested.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York